

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: Level 3 Communications, LLC

Vendor website: <http://www.level3.com/stateoftexas>

Service Area: Data

Category: MPLS

IP Virtual Private Network (IP VPN)

IP VPN MPLS service offering is a network-based IP VPN service built on the Level 3 MPLS backbone. Layer 3 IP VPN service is a common application of MPLS WANs and are appropriate for supporting geographically dispersed application traffic and large dynamic VPNs. Level 3 has priced static and dynamic QoS the same for DIR contract allowing up to 6 Classes of Service.

* This is a DIR billed service

SERVICE DELIVERY SLA

Quote Request

3 Business Days

Installation Interval

DS-1: 28 Business Days

DS-3: 43 Business Days

OC-3 / OC-12: ICB

Disconnect Interval

45 Business Days

Service Term

12 Months

* DIR requires an additional 3 business days for processing of new orders and disconnects.

PERFORMANCE SLA

Availability

Greater than 99.995%

Mean Time to Repair (MTTR)

4 Hours

Jitter

2 Milliseconds or less.

Latency

Average round-trip transmission of 45 Milliseconds or less.

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

No additional requirements to obtain this service.

Level 3 Pricing: MPLS

***A 12% Cost Recovery Fee (CRF) has been added by DIR to Vendor provided pricing.**

MPLS PRICING

| Port Speed | MRC | MRC Description | NRC |
|------------|-------------|------------------------------|--------|
| 56 kbps | No Bid | Port, Logical Interface, QOS | \$0.00 |
| DS1 | \$156.80 | Port, Logical Interface, QOS | \$0.00 |
| DS3 | \$1,358.00 | Port, Logical Interface, QOS | \$0.00 |
| 1.5m Port | \$156.80 | Port, Logical Interface, QOS | \$0.00 |
| 3m Port | \$285.60 | Port, Logical Interface, QOS | \$0.00 |
| 6m Port | \$509.60 | Port, Logical Interface, QOS | \$0.00 |
| 9m Port | \$700.00 | Port, Logical Interface, QOS | \$0.00 |
| 10m Port | \$644.00 | Port, Logical Interface, QOS | \$0.00 |
| 20m Port | \$700.00 | Port, Logical Interface, QOS | \$0.00 |
| 50m Port | \$1,400.00 | Port, Logical Interface, QOS | \$0.00 |
| 100m Port | \$2,100.00 | Port, Logical Interface, QOS | \$0.00 |
| 500m Port | \$5,936.00 | Port, Logical Interface, QOS | \$0.00 |
| 1Gig Port | \$8,176.00 | Port, Logical Interface, QOS | \$0.00 |
| 10Gig Port | \$66,643.36 | Port, Logical Interface, QOS | \$0.00 |
| OC3 | \$3,052.00 | Port, Logical Interface, QOS | \$0.00 |
| OC3c | \$3,052.00 | Port, Logical Interface, QOS | \$0.00 |
| OC12 | \$6,997.76 | Port, Logical Interface, QOS | \$0.00 |
| OC12c | \$6,997.76 | Port, Logical Interface, QOS | \$0.00 |
| OC48 | No Bid | Port, Logical Interface, QOS | \$0.00 |
| OC192 | No Bid | Port, Logical Interface, QOS | \$0.00 |

Column price includes price for port QoS and Logical interface

MPLS Price does not include access loop cost.

Customers shall have no obligation to pay Telecommunication Fees or Surcharges for Services offered through this Contract. If Vendor invoices Customers for any Telecommunication Fees or Surcharges (e.g., FUSF), Vendor shall credit the same amount of such charges back to the Customers on the same invoice and such Customers shall have no obligation to pay such Telecommunication Fees or Surcharges.

LEVEL 3 Geographic Availability

LEVEL 3 offers Data Services within the State of Texas.

